

ABSTRACT

A system and a method are disclosed for determining/reporting performance for a service entity. The system and method include means for generating index values representing quality of rendered services for an industry or any other measured entity/group. The index values accessed by a comparison/reporting mechanism interfacing subscriber users to rendered indices. The service index permits evaluation of service performance rendered via multiple service channels, for multiple service factors, in multiple industry sectors using a single index value as the comparison/reporting mechanism. The system retrieves raw service transaction data from service provider entities and independent agencies. During retrieval, the system filters the raw service data according to, by way of example, data source, industry sector code, service channel code, and service factor code. The retrieved, filtered data is used to generate an aggregate index value according to an index definition including a component weighting scheme.

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